

WORLD TRADE CENTER

911 FDNY TELEPHONE CALLS

September 11, 2001

AUDIO

EMS Part 1

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FDNY 911 Calls Transcript - EMS - Part 1 9-11-01

RECORDER: The following master tape reproduction pertains to CCU case 1073-01 relative to CAD 0727 which occurred on September 11th, 2001.

The following portion of tape begins at 0847 hours, 27 seconds, taken from position 1, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8702.

OPERATOR: 8702, 1981. Caller is on the line from Manhattan.

CRO: Okay. Hello?

CALLER:

CRO: Is the patient breathing, please?

CALLER:

CRO: You saw an explosion?

CALLER:

CRO: You saw an explosion at the Twin Towers?

CALLER:

CRO: Okay.

CALLER:

CRO: Yeah, there's a lot of calls.

CALLER:

CRO: Yeah, okay. Thank you.

RECORDER: The preceding portion of tape concludes at 0848 hours, 00 seconds.

The following portion of tape begins at 0853 hours, 57 seconds, taken from position 1, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8702.

OPERATOR: 8702, 2106. We're calling on a second call, job number 727.

CRO: 727. Okay. Yeah, we have that job.

OPERATOR: Okay.

CRO: All right?

OPERATOR: All right.

CRO: You're welcome.

OPERATOR: Bye-bye.

CRO: Bye-bye.

RECORDER: The preceding tape concludes at 0854 hours, 15 seconds.

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The following portion of tape begins at 0857 hours, 27 seconds, taken from position 1, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

OPERATOR: (Inaudible) and get a name.

CRO: 8702.

OPERATOR: Okay, RO 8702. This is 1466. Is this another call for the World Trade Center?

CRO: No problem.

OPERATOR: Caller hung up.

CRO: Okay. Thank you. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0857 hours, 42 seconds.

The following portion of tape begins at 0852 hours, 46 seconds, taken from position 2, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO 8736.

OPERATOR: 87 what?

CRO 8736.

OPERATOR: 36?

CRO Yes.

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OPERATOR: I can barely hear you, all this going on. This is operator 1246, and we are going into the borough of Manhattan, and the caller is on the line at this time.

CRO: Hello, caller.

CALLER:

CRO: Is the patient breathing?

CALLER:

CRO: Okay, he's awake? How old is he?

CALLER:

CRO: Okay. What's the matter with him?

CALLER:

CRO: I can hear you.

OPERATOR: I'm sorry, there's a lot of noise going on in the back here.

CRO: Okay.

CALLER:

CRO: Are you at the World Trade Center?

CALLER:

CRO: Oh, okay, because we have -- okay. We have a lot of units going over to that place.

CALLER:

CRO: But being that you're in a different location --

CALLER:

CRO: -- I just need for you to tell me what is his condition so this way we'll make sure that he gets one.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay.

CALLER:

CRO: Okay.

CALLER:

OPERATOR: Caller?

CRO: Yes.

CALLER:

OPERATOR: I'm sorry, what is wrong with the patient?

CRO: OK he fell, and he had bruises to the leg.

CALLER:

CRO: Okay.

OPERATOR: So that's what it is, an injury?

CALLER:

OPERATOR: I thought she said it was some kind of explosion.

CRO: No, there was an explosion, an explosion.

CALLER:

OPERATOR: That's the World Trade Center, but not there.

CRO: Right.

OPERATOR: Okay. That's what I wanted to find out.

CALLER:

OPERATOR: Right, and he got scared. Right. Okay. Injured male. Okay. Hold on. Okay, ma'am. I can't even hear these callers. You all are making too much noise here. Aided male. Okay, ma'am?

CALLER:

CRO: Ma'am?

CALLER:

CRO: What I need you to do is just have him sit right where he's at, okay, and not move anymore. We'll have somebody respond. Let me just verify your address; okay?

CALLER:

CRO: AC, did you route yet?

OPERATOR (to someone in background): That's Wanda. This is emergency.

CRO: AC?

OPERATOR: Yeah.

CRO: Did you route yet?

OPERATOR: Excuse me?

CRO: AC, did you route?

OPERATOR: Hello?

CRO: Yes.

OPERATOR: RO?

CRO: Yes.

OPERATOR: I can barely hear you. Again, 8736?

CRO: Yeah.

OPERATOR: Yes, I did route, it's Two Rector Street. I can barely hear you. In the front lobby.

CRO: Okay. Let me just put it in manually, then, because I didn't get it.

OPERATOR: Okay. I don't think we're down or anything.

CRO: Okay, Two Rector Street. Near Broadway; right?

CALLER:

CRO: Okay. All right, ma'am. Just keep him like I said. Don't move him anymore. Let him sit there. We'll have somebody respond to Two Rector Street; okay? Okay.

CALLER:

CRO: Can I have your last name?

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: All right.

RECORDER: The preceding portion of tape concludes at 0856 hours, 16 seconds.

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The following portion of tape begins at 0905 hours, 15 seconds, taken from position 2, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8736?

OPERATOR: 8736, this is operator 1490. I have a call from a lady at Bank of New York that states that the World Trade Center –

CRO: We got that already.

OPERATOR: She states on the northwest side there's a women hanging from -- an unidentified person hanging from the top of the building.

CRO: Uh-huh.

OPERATOR: Okay. That's all the information. One World Trade Center.

CRO: All right. We have quite a few calls.

OPERATOR: I know. Jesus Christ.

CRO: I know. We're going through the same thing here.

OPERATOR: Yeah, I can imagine. I can only imagine. It's chaos here.

CRO: Uh-huh. It's another World Trade all over again. Okay. Um. I guess I can put it in, but I'm pretty much sure we have more than enough ambulances going to the scene already. I'm pretty sure somebody is going to let them know.

OPERATOR: Okay, ma'am.

CRO: All right?

OPERATOR: All right.

CRO: Okay.

OPERATOR: Bye-bye.

CRO: Bye-bye.

RECORDER: The preceding portion of tape concludes at 0906 hours, 10 seconds.

The following portion of tape begins at 0935 hours, 46 seconds, taken from position 2, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8736.

CALLER:

CRO: Okay. This is at the World Trade?

CALLER:

CRO: Yeah, we have a lot of units over there at the scene already.

CALLER:

CRO: All right. You're not a police operator; right?

CALLER:

CRO: Oh, goodness. Hold on a second, because we are so backed up here.

CALLER:

CRO: Well, as soon as I get -- sure. Hold on one second. Because we have so much information on here, that our computers are down. Okay?

CALLER:

CRO: No problem.

CALLER:

RECORDER: The preceding portion of tape concludes at 0936 hours, 46 seconds.

The following portion of tape begins at 0952 hours, 53 seconds, taken from position 2, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8736?

OPERATOR: Okay, 87 -- 8736?

CRO: Yes.

OPERATOR: 155 in Manhattan.

CRO: Hello, caller?

CALLER:

CRO: Is the patient breathing?

CALLER:

CRO: Okay. How old is she?

CALLER:

CRO: Okay. Is she an asthmatic patient?

CALLER:

CRO: Does she have any medical problems?

CALLER:

CRO: Okay. Is she complaining of any chest pains or anything like that?

CALLER:

OPERATOR: One second, RO.

CRO: Okay. All right. Keep her in a ventilated area, nothing to eat or drink. Loosen any tight clothing around her chest and her stomach. And we'll have somebody respond. Don't hang up because I need to verify your address.

CALLER:

OPERATOR: You got it?

CRO: No.

OPERATOR: I did.

CRO: What's the address?

CALLER:

CRO: Okay, because we're so backed up over here with these computers.

OPERATOR: She was stuck in the elevator. Now she's downstairs and having difficulty breathing.

CRO: All right. [identifying information redacted]

CALLER:

CRO: [identifying information redacted] Near a dead end ave -- street.

CALLER:

CRO: Okay. Just bear with us because with this explosion we're having so much backed up. Okay?

CALLER:

CRO: Like I said, just keep her in a ventilated area. Don't let anybody crowd her.

CALLER:

CRO: Don't have anybody question her. Just have her relax until we get there; okay?

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: Okay.

CALLER:

CRO: All righty.

RECORDER: The preceding portion of tape concludes at 0954 hours, 45 seconds.

The following portion of tape begins at 0859 hours, 46 seconds, taken from position 3, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8621.

OPERATOR: 8621, this is 1821 in Manhattan for the One World Trade.

CRO: Okay. Hello?

OPERATOR: There's no caller. He disconnected. But I wanted to give you additional information on it.

CRO: Okay.

OPERATOR: He's on the 103rd floor.

CRO: He's at the 103rd?

OPERATOR: 103, a hundred and three floor. He says that there are people getting sick from the smoke that's coming in. There's a lot of people. He's thinking that they're trapped.

CRO: Okay. They're on the way, then. Thank you.

OPERATOR: You're welcome.

CRO: Did you route --

OPERATOR: (Inaudible.)

CRO: Did you route already?

OPERATOR: I'll do it again just in case.

CRO: No problem. Did you hear it was a confirmed helicopter or a plane?

OPERATOR: They said it's a helicopter.

CRO: Helicopter; right? Yeah.

OPERATOR: Yeah, yeah. They're not sure. But most people are saying helicopter.

CRO: Trauma.

OPERATOR: Yes. Okay. Did you receive that?

CRO: Uh-uh.

OPERATOR: You didn't get it?

CRO: No.

OPERATOR: (Inaudible.) Let me see what happened.

CRO: You said One World Trade; right?

OPERATOR: Right.

CRO: Let me see if there's a job on that.

OPERATOR: There's probably numerous ones. I saw a lot of jobs in our system for it.

CRO: All right. You could use 727 with regard to that.

OPERATOR: 727?

CRO: Yup.

OPERATOR: Okay. Where's my pen? I have to find the job again. 727. All right. I got it.

CRO: You got it? 3130, right, your job number?

OPERATOR: Oh, thanks. I was in another room working, and they called me out.

CRO: Yeah, me too. I was having breakfast, and they dragged me out.

OPERATOR: They cancelled everything.

CRO: No, not here.

OPERATOR: 3085, that was the job.

CRO: Okay.

OPERATOR: That was the job number, 3081.

CRO: Okay.

OPERATOR: Oh, forget how to work here. Okay. EMS job number is again?

CRO: 727.

OPERATOR: 727? Okay.

CRO: Okay.

OPERATOR: Thank you very much.

RECORDER: The preceding portion of tape concludes at 0902 hours, 08 seconds.

The following portion of tape begins at 0909 hours, 00 seconds, taken from position 3, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8621.

OPERATOR: Okay. One second, 8621. Let me just put this in. RO, 86 --

CRO: -- 21.

OPERATOR: 1712. Caller in regards to the World Trade, as you probably know. Calling, I'm 1712 going into Manhattan, the World Trade Center.

CRO: One World Trade Center?

OPERATOR: I don't know if it's -- I'm saying going into the World Trade Center. I don't have a specific building as yet.

CRO: All right. She's on line; right?

OPERATOR: The guy said -- he's not on the line. He stated that a second plane --

CRO: Oh, yeah.

OPERATOR: -- hit another building opposite of the first building that got hit.

CRO: Yeah, we got that one already.

OPERATOR: Oh, okay. He hung up. I routed everything because it was a while, me trying to get it.

CRO: We're not getting anything else from that guy. The link is probably shot.

OPERATOR: Yeah, I know. That's what they told us so -- oh, gosh. I have got an extra (inaudible). Now we're down. Ain't this something.

CRO: All right. I'll put it in, though.

OPERATOR: Yeah, okay.

CRO: No problem.

OPERATOR: I'm 1712.

CRO: Okay.

OPERATOR: I've got an extra (inaudible) here.

RECORDER: The preceding portion of tape concludes at 0910 hours, 46 seconds.

The following portion of tape begins at 1104 hours, 52 seconds, taken from position 5, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8659.

OPERATOR: Okay, 8659. 1082 regarding Manhattan. Caller is on the line.

CRO: Hello, Manhattan caller. Is the patient breathing?

CALLER:

CRO: Are they awake?

CALLER:

CRO: It's a woman?

CALLER:

CRO: Two women.

CALLER:

CRO: How old is the first one?

CALLER:

CRO: Thirties? Okay. Thirties. And they're covered in ash.

CALLER:

CRO: Right. Okay. What else -- are they complaining of anything else? Are they cut?

CALLER:

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CRO: Okay. All right. If there's any bleeding that you can see, if you can put a clean, dry cloth with direct pressure to where they're bleeding; okay?

CALLER:

CRO: And then just try to calm them down.

CALLER:

CRO: They're working on getting help to everybody; okay?

CALLER:

CRO: And, um, what's the address there?

CALLER:

CRO: [identifying information redacted]

CALLER:

CRO: Where are they?

CALLER:

CRO: In the lobby.

CALLER:

CRO: Is that the Fifth Avenue Hotel?

CALLER:

CRO: Okay. So it's [identifying information redacted]?

CALLER:

CRO: Tell me the phone number there, please.

CALLER:

CRO: Okay.

CALLER:

CRO: All right. And, um, give me the name.

CALLER:

CRO: Yours.

CALLER:

CRO: AC?

OPERATOR: Yes.

CRO: You sent it; right?

OPERATOR: Yeah, I'll send it. One second.

CRO: Okay, ma'am.

CALLER:

CRO: So you're just keeping them still?

CALLER:

CRO: Okay. Any apparent bleeding, you just put a clean, dry cloth, direct pressure, anything that could be clean; okay?

CALLER:

CRO: And try to keep them comfortable.

CALLER:

CRO: All right.

CALLER:

CRO: Thank you. Don't hang up. Oops. All right. AC?

OPERATOR: Yeah. One second. Hold on. 8659; right?

CRO: Correct. One sec. Let's see. AC?

OPERATOR: Uh-huh?

CRO: [identifying information redacted] is not coming over just yet. Please give me a PD job number.

OPERATOR: Okay. That's 4530.

CRO: Okay. Okay.

OPERATOR: Got it?

CRO: Um. Nope.

OPERATOR: Not yet?

CRO: No. I don't know --

OPERATOR: That's the second one I got right now.

CRO: Yeah, it's probably going to be a lot like that now.

OPERATOR: Yeah.

CRO: --PD number. That was 4530; right?

OPERATOR: Yeah. One second. Yeah, 4530.

CRO: Ah, there we go. I got it.

OPERATOR: Okey-doke.

CRO: Wait a minute. That was -- no, that was a job from before. I'm finally getting that, and that's got to be working on -- okay, it's-- . Okay. Yeah.

OPERATOR: Got it?

CRO: Oh, I'm sorry, here we go. Here we go. No problem.

OPERATOR: Okay.

CRO: Oh, you know what, I didn't get it yet.

OPERATOR: Okay.

CRO: Now it was 45 --

OPERATOR: -- 30.

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CRO: 4530. Okay.

OPERATOR: Okay, buddy.

CRO: All right. Thanks.

OPERATOR: Thank you.

RECORDER: The preceding portion of tape concludes at 1109 hours, 38 seconds.

The following portion of tape begins at 0852 hours, 40 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CALLER:

CRO: EMS 8758.

OPERATOR: RO 8758, 1168. I have a caller on the line for the World Trade Center.

CALLER:

CRO: Okay. We have everybody going there. Okay, sir?

CALLER:

CRO: Okay. All right. North side. All right.

CALLER:

CRO: Okay. Bye.

OPERATOR: All right. Thank you.

RECORDER: The preceding portion of tape concludes at 0853 hours, 06 seconds.

The following portion of tape begins at 0853 hours, 40 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

CRO: EMS 8758.

OPERATOR: 8758, 1796. In Manhattan we got two people hurt at the Marriott Hotel.

The caller is on the line.

CRO: Okay.

OPERATOR: It might have been as a result of the explosion at the Financial Center.

CRO: Hello?

CALLER:

CRO: Hello, ma'am, how far is the Marriott from the World Trade Center?

CALLER:

CRO: Okay. All right. AC, you gonna have an address?

OPERATOR: You're going to have it in a second. It will be right in front of you in one second.

CRO: Hold on. Ma'am?

CALLER:

CRO: The people that are hurt, can you see them?

CALLER:

CRO: Okay. How old is he, about?

OPERATOR: 85 West Street.

CRO: Okay.

OPERATOR: How old is he, ma'am?

CALLER (talking to someone else at scene):

CRO: Just how old are you?

CALLER (talking to second person):

CALLER:

CALLER:

CRO: Okay, ma'am, never mind. Okay? He's just bleeding from the face; right?

CALLER:

CRO: All right. Somebody is coming over, 85 West Street. Outside; right?

CALLER:

CRO: The lobby? All right.

OPERATOR: He's in the lobby of the Marriott Hotel.

CRO: Okay. Somebody's coming. All right?

CALLER:

CRO: What you can do is try to get him something clean and dry; all right?

CALLER:

CRO: And try to bear with us; okay? Somebody should be there soon. All right?

CALLER:

OPERATOR: Marriott Financial Center.

CRO: Okay.

OPERATOR: Okay. They'll be there, ma'am. Thank you.

CALLER:

OPERATOR: Okay. I know you're going crazy over there.

CALLER:

OPERATOR: Okay. Thank you.

CALLER:

CRO: Yes, ma'am.

CALLER:

CRO: Yeah, we have somebody that just fell out of the window.

OPERATOR: We heard that it was a plane that crashed into the building.

CRO: I know. But there was somebody that fell out of the window from there too.

OPERATOR: Oh, my God. You're getting hit with everything over there.

CRO: Yeah, I guess the guy was in a helicopter and just fell out of the helicopter.

OPERATOR: It was a helicopter or a plane?

CRO: They say helicopter.

OPERATOR: How many people dead; do you know?

CRO: The only thing I heard about was somebody fell out the window.

OPERATOR: Oh, my God.

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CRO: I'm sure -- it must be serious.

OPERATOR: Yeah. All right. I'll talk to you later.

CRO: Okay. All right. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0855 hours, 42 seconds.

The following portion of tape begins at 0905 hours, 36 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

OPERATOR: Everybody is there, ma'am: police, ambulance, fire, everything.

CRO: 8758.

OPERATOR: 8758, 1182. We have another call for the World Trade Center.

CRO: Okay. Ma'am, hello?

CALLER:

CRO: Hello. Listen, tell me what's wrong. Whose hurt there?

CALLER:

CRO: Is he with you now?

CALLER:

CRO: Okay. Ma'am, all right. Well, everybody is there now. We're trying to rescue everybody; okay?

CALLER:

CRO: Okay. All right. If he was on the phone, I would try to tell him what to do to help him out. All right? But all I can tell you is just to calm down. All right? Relax. Okay?

CALLER:

CRO: All right. Bye-bye.

OPERATOR: All right. Thanks.

RECORDER: The preceding portion of tape concludes at 0906 hours, 14 seconds.

The following portion of tape begins at 0943 hours, 10 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8758.

OPERATOR: 8758. This is police operator 1320. I have a caller on the line in Manhattan. I just dispatched -- I just sent it to you. I released it. Let me find out the number for you. But you can talk to the person.

CRO: Hello, sir. The patient is awake and breathing; right?

CALLER:

CRO: How old is she?

CALLER:

CRO: Listen to me. How old is she?

CALLER:

CRO: What happened to her?

CALLER:

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CRO: Okay. Listen. Listen. The best thing you can do -- all right -- is just to calm her down and give her some fresh air.

CALLER:

CRO: All right. Just give me some—give me the location.

CALLER:

CRO: 30 Broad Street?

CALLER:

CRO: 19th floor. Manhattan?

CALLER:

OPERATOR: Maximus, they're at Maximus, Incorporated, on the 19th floor.

CRO: That's right near Beaver Street; right?

CALLER:

CRO: Okay. They're on their way. 30 Broad Street. What's your phone number there?

[identifying information redacted]

CALLER:

CRO: Okay. All right. Somebody's on their way, 30 Broad Street; okay?

CALLER:

CRO: Okay. Bye-bye.

CALLER:

RECORDER: The preceding portion of tape concludes at 0944 hours, 22 seconds.

The following portion of tape begins at 0946 hours, 15 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8758.

CALLER:

OPERATOR: 8758, 1704.

CRO: Okay, sir?

OPERATOR: Yes. World Trade Center.

CALLER:

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CRO: Sir, listen, the person you're calling for, right, that person is awake and breathing;
right?

CALLER:

CRO: How old is she?

OPERATOR: This is at the World Trade Center.

CALLER:

CRO: Okay. Where are you calling from?

CALLER:

CRO: Are you inside right now.

CALLER:

CRO: What do you see from there? Any smoke -- inside?

CALLER:

CRO: No. No. Listen. Inside where you are, there's no smoke; right.

CALLER:

CRO: Listen. The best you can do right there is relax. I'm going to tell them you're on the 83rd floor trapped; right?

CALLER:

CRO: Okay. You're trapped on the 83rd floor, you said; right?

CALLER:

CRO: How many people are there with you?

CALLER:

CRO: 13? Okay. Listen --

CALLER:

CRO: Okay. Listen. I'm going to send a message to them that you're on the 83rd floor.

All right?

CALLER:

CRO: Okay. Which building? The first one or the second one?

CALLER:

CRO: Okay. I understand. Which one of the buildings is it?

CALLER:

CRO: Okay. Number one. All right.

CALLER:

OPERATOR: Okay. I will connect you to the Fire Department to talk to you, okay?

CRO: She hung up.

OPERATOR: All right, then. I'll route you the information. 8758; right?

CRO: Yeah.

OPERATOR: Okay.

RECORDER: The preceding portion of tape concludes at 0947 hours, 56 seconds.

The following portion of tape begins at 0955 hours, 17 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: 8758.

OPERATOR: Okay, RO 8758. This is 1466. It's building Two World Trade Center.

CRO: Okay. Hello, are you inside the building?

CALLER:

OPERATOR: He's on the 97th floor with about six other persons -- six persons at the location.

CRO: The 92nd?

CALLER:

OPERATOR: 9-7.

CRO: Okay, 97th floor. Sir, any smoke over there?

CALLER:

CRO: Very heavy?

CALLER:

CRO: The best thing to do is to keep down on the ground. All right?

CALLER:

CRO: I'll let them know you're there. Okay?

CALLER:

CRO: All right? Hang in there, bro. All right? [identifying information redacted]

CALLER:

CRO: [identifying information redacted] hello?

CALLER:

CRO: Stay on the phone.

OPERATOR: Okay. What's your name, sir?

CALLER:

OPERATOR: [identifying information redacted]? Spell the name for me.

CALLER:

OPERATOR: Okay. You're on the 97th floor.

CALLER:

OPERATOR: Five other persons.

CALLER:

OPERATOR: Okay. RO?

CRO: Yeah.

OPERATOR: RO, you got this; right?

CRO: Yeah, I got it.

CALLER:

CRO: Yeah, they're coming. Okay? (Inaudible.)

OPERATOR: Fire Department, ambulance service notified, [identifying information redacted].

CALLER:

OPERATOR: They're all notified: Fire Department, ambulance service and the police. They're all notified.

CRO: The Fire Department and the ambulance are notified. They're going to be coming up. Hold on. Hold on one second.

OPERATOR: RO, are you going to stay on the line?

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CRO: No, I'm going to go. I have other calls to take. All right? [identifying information redacted] don't hang up. [identifying information redacted] hold on. Okay.

CRO: Okay. Bye-bye.

OPERATOR: Okay. Take care.

CALLER:

CALLER:

CALLER:

CALLER:

CALLER:

OPERATOR: Just breathe slowly through the towel. Are you breathing through the towel?

CALLER:

CALLER:

RECORDER: The preceding portion of tape concludes at 0957 hours, 42 seconds.

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The following portion of tape begins at 1015 hours, 29 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8758.

OPERATOR: 8758. This is 1824. Two World Trade Center. Okay. Hold on. The job -
- hold on one second. I'll give you a job number.

CRO: Were they calling from inside?

OPERATOR: Excuse me?

CRO: Were they calling from inside the World Trade Center?

OPERATOR: Yeah. This person was on the 105 floor. He said he couldn't breathe and there were 60 other employees with him.

CRO: Oh, man.

OPERATOR: FD was notified, yes. It's terrible.

CRO: Do you have any other news about it, like any of the latest?

OPERATOR: No, nothing later.

CRO: Are they still standing? The World Trade Center is there; right?

OPERATOR: Someone said they collapsed. I don't know. But someone came in here and told us the building had collapsed. I don't know.

CRO: One of the buildings?

OPERATOR: Yeah.

CRO: Oh, man.

OPERATOR: That's what we're hearing. We don't know for sure, but that's what they're hearing.

CRO: God. Nobody is going home on this side.

OPERATOR: No, not on this end either.

CRO: Oh, no?

OPERATOR: No, because how could the other people get to work to relieve you? The trains and buses are not running. I mean, they can't get here.

CRO: I heard they've got the boroughs blocked.

OPERATOR: Yeah.

CRO: Like nobody could go out of the borough.

OPERATOR: Right.

CRO: So it's some kind of security thing?

OPERATOR: Right, right.

CRO: Oh, God. All right.

OPERATOR: Okay. So you're 8 --

CRO: 8758.

OPERATOR: 8758. 1824.

CRO: Okay.

OPERATOR: All right.

CRO: Okay. Bye-bye.

OPERATOR: Bye-bye.

RECORDER: The preceding portion of tape concludes at 1016 hours, 55 seconds.

The following portion of tape begins at 1018 hours, 11 seconds, taken from position 7, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: EMS 8758.

OPERATOR: 8758. This is 1410. Going to Manhattan.

CRO: Hello, caller?

CALLER:

CRO: Hello, ma'am. Is the patient breathing?

CALLER:

CRO: How old is she?

CALLER:

CRO: Okay. Where are you at?

CALLER:

CRO: 100 Wall Street, right?

CALLER:

CRO: Okay. She's awake; right?

CALLER:

CRO: Okay. Listen, the best thing I can tell you to do is, you know, try to keep her calm. All right.

CALLER:

CRO: Okay?

CALLER:

CRO: All right. They'll be there soon; all right? 100 Wall Street. All right?

CALLER:

CRO: Bye-bye.

OPERATOR: Bye-bye.

RECORDER: The preceding portion of tape concludes at 1018 hours, 50 seconds.

The following portion of tape begins at 0849 hours, 14 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

OPERATOR: What is it? Hello?

CRO: 8695. Good morning.

OPERATOR: Good morning. 8695, 2106. World Trade Center just blew up.

CRO: The whole center?

OPERATOR: Yeah, that's what they said.

CRO: My God, my God. They said an airplane crashed over here, AC. Oh, Lord. This makes me feel so bad, I can't take it. Once again, poor babies. I got another call routed to my screen. One moment.

OPERATOR: Okay.

CRO: Say our prayers. I hope that's incorrect because -- we would be able to see an explosion from the World Trade Center here. We would feel it too. Okay. Let me see something.

Okay. Caller on line?

OPERATOR: No. They hung up.

CRO: All right. I'm ready when you are. You routed me already, dear?

OPERATOR: Uh-huh.

CRO: I don't see it.

OPERATOR: You know what it is? It's a lot of jobs in.

CRO: They snatched it in front.

CRO: Try this job, 727.

OPERATOR: 727?

OPERATOR: Yeah.

CRO: I think they snatched mine. Okay. MCI, World Trade Center, Church and West, mostly Barclay and Church. Oh, wow, that's wild. And it's confirmed; right?

OPERATOR: It doesn't say yet.

CRO: It said airplane on this job, because it said an airplane crashed into the World Trade Center. That's what happened. This one says here the same thing, the job you told me to pull up.

OPERATOR: Uh-huh.

CRO: It says aircraft incident crash. It says Turkish Cargo, 22nd floor. That's where it crashed into, I guess. Unless that's where the call came from. I think that's where the call came from.

OPERATOR: Okay.

CRO: That's one sturdy building, boy.

OPERATOR: Uh-huh.

CRO: Uh-huh. What's your AC number again?

OPERATOR: 2106.

CRO: Okay. How you doing?

OPERATOR: I'm doing fine.

CRO: --06. We're just saying our prayers and have a good day.

OPERATOR: Okay.

CRO: Thank you, babe.

OPERATOR: Okay. Bye.

RECORDER: The preceding portion of tape concludes at 0851 hours, 10 seconds.

The following portion of tape begins at 0852 hours, 45 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

OPERATOR: What's your number? Hello? Hello? Hello?

CRO: 8695. Good morning.

OPERATOR: 8695, transit 1697 with regard to Manhattan.

CRO: 8695 good morning, good morning.

OPERATOR: Hi. This is transit. We're going to Manhattan. They have the job number.

It's 727.

CRO: Okay.

OPERATOR: In the World Trade. Okay.

CRO: I have that, yeah.

OPERATOR: They got it.

CRO: Is that confirmed, TA?

OPERATOR: We don't know yet. They didn't say it was confirmed, did they? EMS 8695. EMS job number is 0727. We're trying to ascertain that on the front. We have to call you back.

CRO: Okay. TA, what's your number again?

OPERATOR: 1697.

CRO: Have a good day.

OPERATOR: Okay.

RECORDER: The preceding portion of tape concludes at 0853 hours, 36 seconds.

The following portion of tape begins at 0853 hours, 40 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11th, 2001.

CRO: Ok, ACD, 8695, good morning.

OPERATOR: Hi. This is 1339. This is another call on your job 727.

CRO: Okay. I'm looking at it right now.

OPERATOR: Yeah. What's your number, I'm sorry?

CRO: 8695.

OPERATOR: 8695.

CRO: Give me your number again. Another call for --

OPERATOR: 1339.

CRO: ACD 1339? What do you have to tell me, ACD?

OPERATOR: She just said a passenger airplane hit the World Trade Center and it was above the 85th floor. That's all I got.

CRO: Passenger --

OPERATOR: That's all I got.

CRO: Okay. Thank you so much. Have a good day.

OPERATOR: You're welcome. Okay. Bye-bye.

RECORDER: The preceding portion of tape concludes at 0854 hours, 12 seconds.

The following portion of tape begins at 0908 hours, 36 seconds, taken from position 8, dictaphone prolog originally recorded on cassette 571, DRM 4, deck 2, on September 11, 2001.

CALLER:

OPERATOR: He's 29. He's bleeding from the head; right?

CALLER:

OPERATOR: Okay. So-- I think so.

CALLER:

OPERATOR: Okay. Just a moment. RO, are you there?

CRO: 8695, good morning.

OPERATOR: Good morning, 8695. 1366. This is all in regards to the World Trade Center, but we have an aided that is bleeding from the head.

CALLER:

CRO: What's the address? Where are you at?

OPERATOR: He's at 109 Church Street in a shoe store.

CRO: That's fine. We'll send them right there.

CALLER:

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OPERATOR: Just a moment. We're going to send the ambulance right there.

CALLER:

OPERATOR: Yes, ma'am.

CRO: Okay. Three persons are hurt there; right?

CALLER:

CRO: You said three people were hurt.

CALLER:

OPERATOR: Two persons hurt? RO, you should be receiving.

CALLER:

OPERATOR: One, heavy bleeding from the head?

CALLER:

OPERATOR: Okay. They're from the Two World Trade Center itself or they were passing by or how they got caught you don't know?

CALLER:

CRO: Keeps blowing up?

CALLER:

CRO: How many times it blew up?

CALLER:

CRO: Oh, my God. Hold on one second, please.

CALLER:

CRO: Okay.

CALLER:

CRO: Understood. AC, are you routing me here?

OPERATOR: Yeah. You should be receiving.

CRO: The routing is going slow. I think that has something to do with the route. It's coming very slow.

OPERATOR: You're 8695?

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CRO: Uh-huh. Okay. I'm going to take this in Manhattan. I'm going to take it home. We can't even get verification and stuff. The computers aren't even working right. Hold on one second. AC?

OPERATOR: Uh-huh. Let me --

CRO: Please, uh. What borough is that again that again, please.

OPERATOR: It's Manhattan, 109 Church Street between Park Place and Murray. Is that correct, sir?

CALLER:

CALLER (to second person):

CRO: Okay. I put it in manually.

CALLER:

CRO: 109 Church Street?

CALLER:

CRO: Okay. Give me a phone number.

CALLER (to second person):

SECOND PERSON:

CALLER:

CRO: Okay. AC, may I have your PD job number, please?

OPERATOR: PD job number is T3269. I'm going to document it on the other job.

CRO: 3269. Okay. And the phone number again is [identifying information redacted].

OPERATOR: [identifying information redacted]

CRO: Ambulance call number is 765, ACD.

OPERATOR: Sorry, your number?

CRO: My number is 865, but the ambulance call number I just put in is 765, because your route didn't come to me. So I put the PD job number in the text, and I put it in myself. It's going to come but a late file.

CALLER:

CRO: No, sir. This is for our us to know that we don't put this job in again when it comes back. We put it in ourselves, and we have a link. We have -- I'm going to explain it to you right now. We have a link from 911 to the Fire Department. The link is not working. So the link that comes through if the call comes in again, we won't be putting the same call in again, again and again, because today I'm going to get a lot of calls again and again and again.

CALLER:

CRO: All right?

OPERATOR: (Inaudible.)

CRO: Tell the people to stay calm and not to move unless they're in danger of immediate injury. Lay flat and apply direct pressure to hemorrhage. Maintain airway --

CALLER:

CRO: It's better if you stabilize his head and let him lay flat.

CALLER:

CRO: Well, if the patient can breathe, we always try to lay flat and apply pressure. But you do the best you can.

CALLER:

CRO: We appreciate if the person is laying flat it's better for the spine and keeping the head stable, but do the best you can. You're there; we're not there; okay?

CALLER:

CRO: Apply the pressure, don't move the head, twist it or anything, and move the patient as less as possible, only if you're in immediate danger of further injury; okay?

CALLER:

CRO: Have a good day, sir.

CALLER:

CRO: Oh. Thank goodness.

OPERATOR: Are the police on the scene?

CALLER:

CRO: How far are you from the World Trade Center, how many blocks, about? Three or four blocks?

CALLER:

CRO: Okay. Thank you very much.

CALLER:

OPERATOR: Okay, RO.

CRO: Thank you.

OPERATOR: Bye.

CALLER:

CRO: Yeah.

CALLER:

CRO: You're welcome. Thank you.

OPERATOR: Bye.

CRO: Bye.

RECORDER: The preceding portion of tape concludes at 0913 hours, 36 seconds.

This tape will continue on side B.